



DialogflowIntent

The `DialogflowIntent` element is used to engage the Google Dialogflow services. The `DialogflowIntent` element is located under the **Customer Virtual Assistant** group in the **Call Studio Elements**. This element is an extension of the `Form` element and it engages the Speech Server resource on VVB to communicate with the Google Speech to Text Server to get user input and then send it to Dialogflow and finds user intent from it.. To indicate the Dialogflow server resource requirement, Call Studio creates a specific grammar - **builtin:speech/transcribe**- and sends it to VVB in VXML Page.

- Note**
- The `DialogflowIntent` element works both with Cisco DTMF and Nuance ASR adaptors.
 - Use `dtmf+voice` as the input type only if you do not have any `DialogflowParam` associated with this element.

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Settings

| Name (Label) | Type | Required | Single Setting Value | Substitution Allowed | Default | Notes |
|--------------------|--------|----------|----------------------|----------------------|---------|---|
| Service Account ID | string | No | true | true | None | Dialogflow project ID that is configured for your intents and NLP modelling. Copy the corresponding project Json key file to %CVP_HOME%\conf. Naming convention of the key file must |

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|-------------------|---------|----------|----------------------|----------------------|---------|--|
| | | | | | | <p>be <Service Account ID>.json.</p> <p>See the <i>Customer Virtual Assistant > Prerequisites</i> section in the <i>Cisco Unified Contact Center Enterprise Features Guide</i> at www.cisco.com/c/enr/products/collateral/guides/cucce-features-guide.html for the procedure to generate the key file for Dialogflow.</p> |
| Input Mode | string | Yes | true | false | voice | The type of entry allowed for input. Possible values are voice (only voice input) and dtmf+voice (DTMF and voice input). |
| NoInput Timeout | int ≥ 0 | Yes | true | true | 5s | The maximum duration allowed for silence before a NoInput event is triggered. Possible values are standard time designations including non-negative numbers and a time unit. For example, 3s (for seconds) or 300 ms (for milliseconds). |
| Max NoInput Count | int ≥ 0 | Yes | true | true | 3 | The maximum number of noinput events allowed during input capture. Possible values are int > 0 where 0 indicates infinite NoInput events permitted. |
| Max NoMatch Count | int ≥ 0 | Yes | true | true | 3 | The maximum number of NoMatch |

| Name (Label) | Type | Required | Single Setting Value | Substitution Allowed | Default | Notes |
|-----------------------|-------------------------|----------|----------------------|----------------------|---------|--|
| | | | | | | events allowed during DTMF input capture. Possible values are <code>int > 0</code> where <code>0</code> indicates infinite <code>NoMatch</code> events permitted. |
| DTMF Grammar | string | Yes | yes | yes | None | This option is mandatory only if the input type selected is <code>dtmf+voice</code> . It supports Cisco DTMF regex. |
| Secure Logging | boolean | Yes | true | true | false | Indicates whether logging of potentially sensitive data of the element is enabled. If this is set to <code>true</code> , the element's potentially sensitive data is not logged. |
| Termination Character | String | No | true | true | # | Terminates the voice stream or DTMF collection. |
| Max Input Time | <code>int ≥ 0</code> | Yes | true | true | 30s | The maximum time (in seconds) the voice input is allowed to last. Possible values are positive integer values followed by <code>s</code> (seconds). For example, <code>50s</code> . Default value is <code>30s</code> . |
| Final Silence | <code>int > 0</code> | Yes | true | true | 1s | The interval of silence (in seconds or milliseconds) that indicates the end of speech. Possible values are positive integer values followed by either <code>s</code> (seconds) or <code>ms</code> (milliseconds). For example, <code>3s</code> and |

| Name (Label) | Type | Required | Single Setting Value | Substitution Allowed | Default | Notes |
|----------------------------------|--------|----------|----------------------|----------------------|---------|--|
| | | | | | | 3000ms. Default value is 1s. |
| Recognize. phraseHints | String | No | true | true | None | This is comma separated string that lists the hints for recognition. Hints are used to recognize a phrase or a word that is pronounced differently. For example, Savings, Current. |
| Recognize. alternateLanguages | String | No | true | true | None | Comma separated string of up to 3 additional BCP-47 language tags, listing possible alternative languages of the supplied audio other than the default language. |

Custom VoiceXML Properties

| Name (Label) | Type | Notes |
|-------------------------------------|-----------------------------------|--|
| Dialogflow.regionId | String | Sets the region to be sent to Dialogflow. This property should be configured in the root document of the project. |
| Dialogflow.queryParams .payload | JSON | Sets the payload to be sent to Dialogflow. |
| Dialogflow.queryParams .timeZone | String | Sets the timezone to be sent to Dialogflow. For example, America/New_York, Europe/Paris. |
| Dialogflow.queryParams.geoLocation | String (comma separated value) | Sets the geographical location to be sent to Dialogflow. For example, "50.0,50.0". |

| Name (Label) | Type | Notes |
|---|---------|--|
| <code>Dialogflow.queryParams</code> <code>.sentimentAnalysisRequestConfig</code> | Boolean | Configures the type of sentiment analysis to perform. If not provided, sentiment analysis is not performed. Note Sentiment Analysis is currently available only for Enterprise Edition agents. |

Element Data

The following table lists the data that is stored in element after processing the `DialogflowIntent` element.

| Element Data | Description |
|------------------------------|--|
| <code>action</code> | This is the <code>action</code> parameter from Dialogflow. |
| <code>fulillment_text</code> | This is the fulfillment text from Dialogflow. |
| <code>input_type</code> | Indicates the type of input captured (<code>dtmf</code> or <code>dtmf+voice</code>). |
| <code>json</code> | Contains JSON response from Dialogflow. |
| <code>original_value</code> | This is the text that is transcribed from voice. This is applicable only if the input type is <code>voice</code> . |
| <code>value</code> | This is the name of the intent that is matched by the element if input type is <code>voice</code> . If input type is <code>dtmf</code> , it contains the DTMF key that is pressed by the user. |
| <code>confidence</code> | The Speech recognition confidence between 0.0 and 1.0. A higher number indicates a greater probability that the recognized words are correct. The default of 0.0 is a sentinel value indicating that confidence was not set. |
| <code>language_code</code> | The language code that was triggered during recognition. Also see <code>Recognize.alternateLanguages</code> under Settings . |
| <code>sentiment_score</code> | Sentiment score of the user input. |

Exit States

| Exit State | Description |
|-------------------|--|
| <code>Done</code> | This is returned after matching the intent. For DTMF, this state is returned when the DTMF input matches DTMF regex grammar. |

| Exit State | Description |
|-------------|---|
| MAX_NOINPUT | This state is encountered when there is no input from the user for a specified duration as configured in the setting. |
| MAX_NoMatch | This state is never returned if the input type is voice. If the input type is <code>dtmf</code> and <code>voice</code> , this state is encountered when the DTMF input does not match <code>regex</code> grammar for the specified number of times as mentioned in settings. |

Audio Group

Form Data Capture

| Name (Label) | Required | Max1 | Notes |
|----------------------------------|----------|------|---|
| initial_audio_group (Initial) | Yes | Yes | Played when the voice element begins. |
| nomatch_audio_group (NoMatch) | No | No | Played when a <code>NoMatch</code> event occurs. This is applicable only when the input mode is <code>DTMF</code> and <code>voice</code> . |
| noinput_audio_group (NoInput) | No | No | Played when a <code>NoInput</code> event occurs. |

End

| Name (Label) | Required | Max1 | Notes |
|----------------------------|----------|------|--|
| done_audio_group (Done) | No | Yes | Played when the form data capture is completed and the <code>voice</code> element exits with the <code>Done</code> exit state. |